



JOB DESCRIPTION

Position Title: **Specialist**

Work Area: **E 9-1-1**

Class Code: 5304

Non-Exempt

EEO Code: 03

Effective Date: June 24, 1999

Major Function

Administrative and technical work assisting with the day-to-day operation of the Enhanced 9-1-1 Telephone System for Seminole County.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Assists County Addressing with address changes and with verification for the emergency 9-1-1 system. Maintains master street address guide and various logs, files, and statistical records for the 9-1-1 system.

Receives Emergency 9-1-1 inquiries and processes changes as necessary by uploading and downloading information from the telephone companies. Responds to public inquiries and/or complaints. Assists in providing technical interface between the Public Safety Department and the Telephone Companies.

Inputs, recalls, edits, and manipulates data in a microcomputer system.

Maintains profiles on each Public Safety Answering Point in Seminole County. Provides assistance to Public Safety Answering Points and develops and maintains a close working relationship with each organization.

Troubleshoots and maintains all system problems and reports equipment failure to appropriate repair agency.

Establishes and maintains an accurate data management system by coordinating with all law enforcement agencies, fire departments, participating telephone companies, and system suppliers.

Schedules and coordinates training for personnel assigned to Public Safety Answering Points throughout Seminole County. Participates in-service training as necessary.

Performs other duties as assigned or as may be necessary.



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Work Area: **E-9-1-1**

Minimum Qualifications

Knowledge of all County Communications Systems, including systems interfacing, communications terminology, procedures, equipment, and County geography. Knowledge of microcomputers and database software programs. Knowledge of standard office practices and procedures. Prefer knowledge of 9-1-1 equipment and terminology.

Ability to read and understand maps, plans, and addressing systems. Ability to understand verbal and written instructions and to interpret situations for response with minimal supervision. Ability to communicate effectively both orally and in writing. Ability to make presentations before varied groups. Ability to organize work, projects, files and resolve routine problems. Ability to use a personal computer.

High School Diploma and two (2) years' experience in working with the administration of a 9-1-1 system.

A comparable amount of education, training, or experience may be substituted for the minimum qualifications.

Working Conditions

The work environment for this position is a general office setting. The incumbent performs most duties while sitting at a desk, table or workstation. This position has regular exposure to radiant and electrical energy found in an office environment.